



WICHITA FIRE DEPARTMENT

2009

City Council Orientation



WFD Mission and Vision

Mission

- To provide our community excellent, proactive fire and life safety services through prevention, education and protection.

Vision

- Members of the Wichita Fire Department will provide a safe community through dedicated leadership, commitment to the life and fire safety profession, and care for the community.





WFD Service Goal

- It is the goal of Wichita Fire Department to provide the most effective level of service possible through the efficient utilization of Wichita Fire Department resources.





Strategic Goals

The Wichita Fire Department has identified the following three primary strategic goals:

1. Maintaining Fire Fighter Safety and Improved Employee Wellness.
2. Providing the best possible utilization of new and existing resources.
3. Improving the Departments focus on Community Partnerships and Risk Reduction.





Strategic Issues

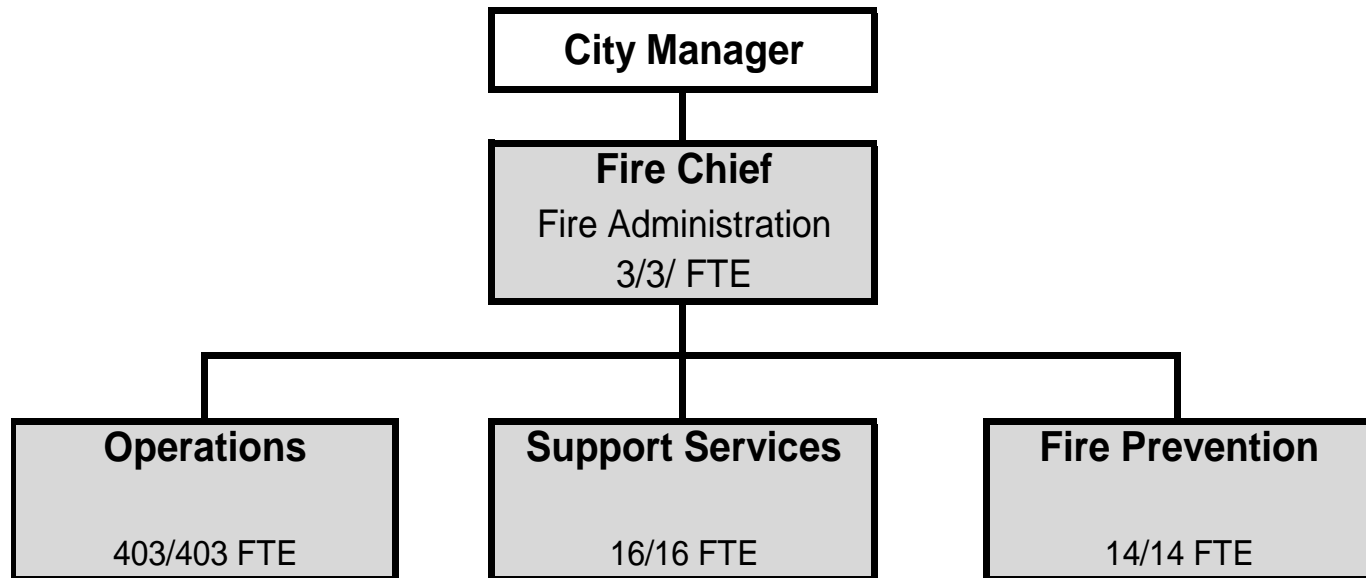
1. Firefighter Safety and Wellness: Develop proactive and reactive structures to ensure fire firefighter safety.
2. Communication: Improve communication to ensure effective and efficient use of resources.
3. Coordination: Enhance coordination with organizations to improve public service delivery.
4. Human Resources: Invest in human resources to ensure the organization is prepared for the future.
5. Planning: Improve planning, prioritization and policies to ensure best use of resources.
6. Community Risk Reduction: Reduce fatalities, injuries and property damage through proactive services.





Organization

Wichita Fire Department Organization Chart - 2009



Total Positions/Full-Time Equivalent = 436/436 FTE





Operations

The Operations Division utilizes 419 personnel and is divided into 2 sections, Emergency Operations and Support Services.

- Fire Operations responds to fire and medical emergencies as well as other non-emergency service calls. Doing this efficiently and effectively involves several factors:
 - ▣ Responders must be properly trained, equipped, and deployed.
 - ▣ Activities must be performed safely, properly recorded, and continually evaluated for efficiency and effectiveness.
 - ▣ Once evaluated, new strategies for improvement are developed and implemented.





Emergency Operations

- The Emergency Operations section provides over 68,000 unit responses to over 43,000 calls for service from 22 fire station locations including 3 new stations added in 2009.
 - This section utilizes 403 field personnel which provides emergency response to Medical, Fire, Hazardous materials, and Specialized Rescue calls.
- Operations personnel are also involved in community outreach programs, blood pressure screenings, station tours, as well as other activities in support of Community Risk Reduction efforts.



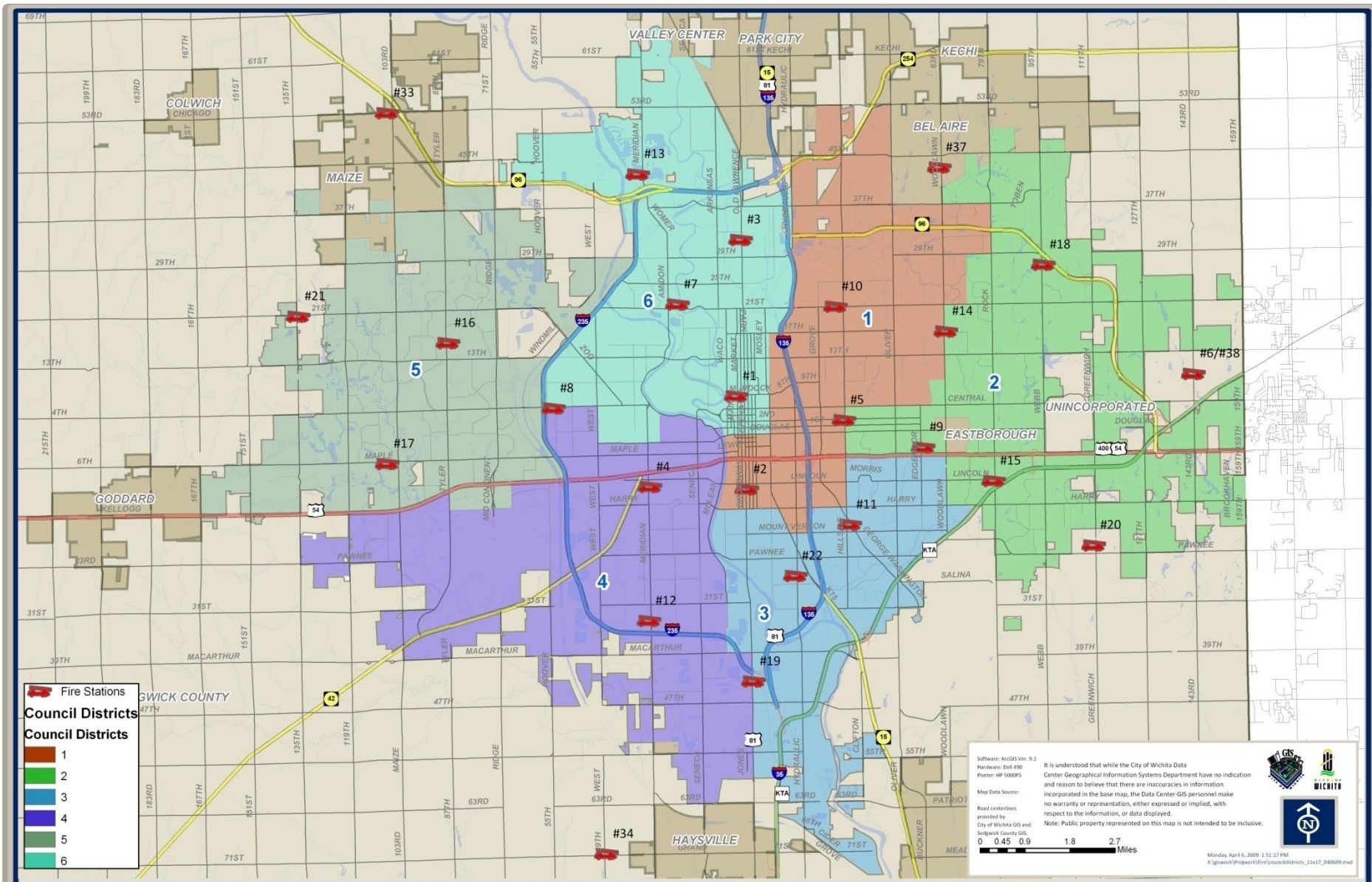


Support Services

- Support Services utilizes 16 personnel to improve focus on support functions such as:
 - ▣ Occupational health and safety;
 - ▣ Fire and medical service training;
 - ▣ Emergency response to high-risk fire and medical incidents for operational safety oversight;
 - ▣ Record management, data analysis, performance measurement and review, quality assurance and continuous quality improvement;
 - ▣ Technology development, communication improvement;
 - ▣ Budget development and strategic planning.



Fire Station Locations





Fire Prevention

- Fire Prevention utilizes 14 personnel and is divided into three sections: Investigation, Inspection, and Education.
- Investigation: Staff investigates any fire that results in a minimum of \$25,000 in damage, is an arson fire, or results in serious injury or death.
- Inspection: Staff inspects high hazard occupancies, high-rise buildings, health care and day care facilities, schools, grain elevators, and new occupancies including a fire protection system plan review.





Fire Prevention

Fire Prevention Continued:

- Education: Staff conducts fire safety and prevention training in addition to inspections on properties requiring state certification, develops programs to assist large corporations in emergency evacuation procedures, provide a variety of fire safety programs for the public.
- This section also provides smoke detector installation, monitors burn permits, responds to citizen complaints, ensures citizen safety at events including fireworks displays, concerts and the River Festival.





Administration

- The Fire Chief and two civilian personnel make up the Administration section.
- This service is charged with monitoring budgetary compliance, purchasing, soliciting grants, supervising payroll functions, and providing other general support activities for the Fire Department.

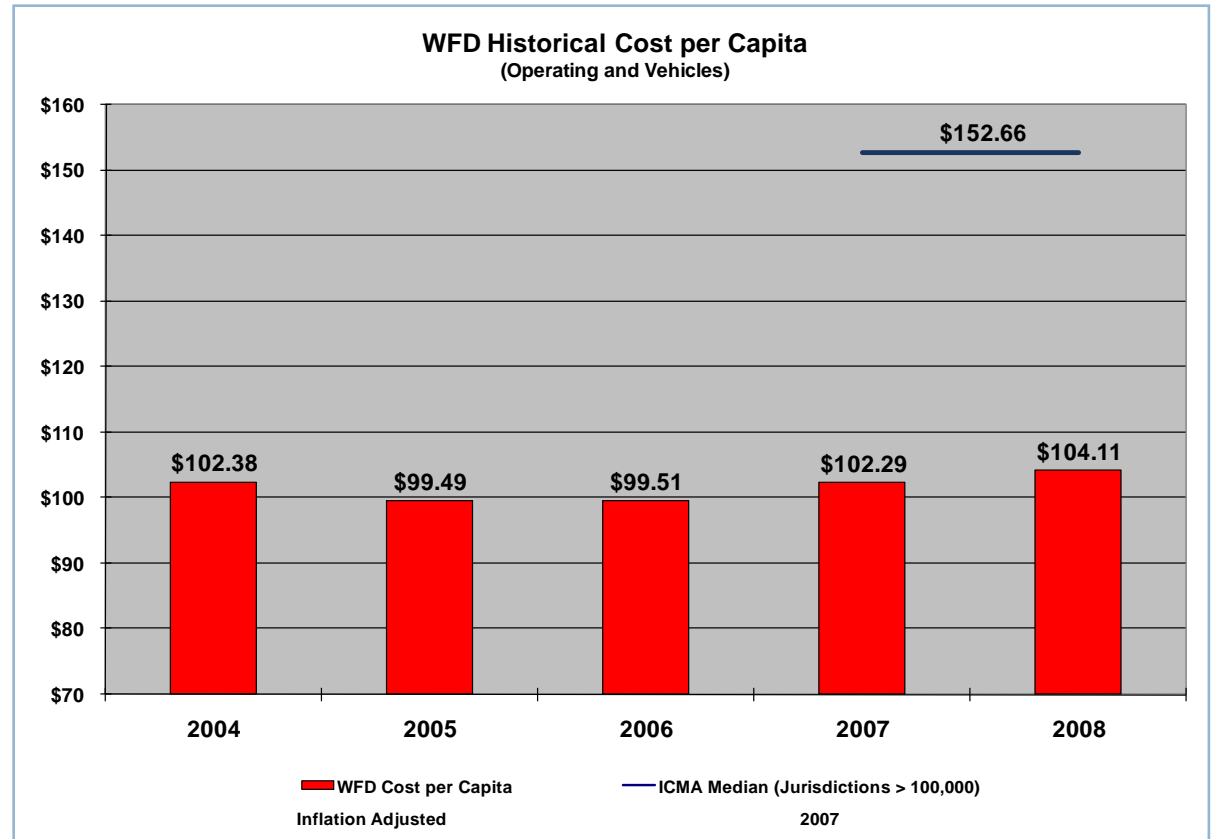




ICMA – Cost per Capita

Per Capita Cost

- The Wichita Fire Department provides affordable service compared with peer International City/County Management Association (ICMA) jurisdictions with populations greater than 100,000. The ICMA cost per capita is about 46% higher than Wichita.

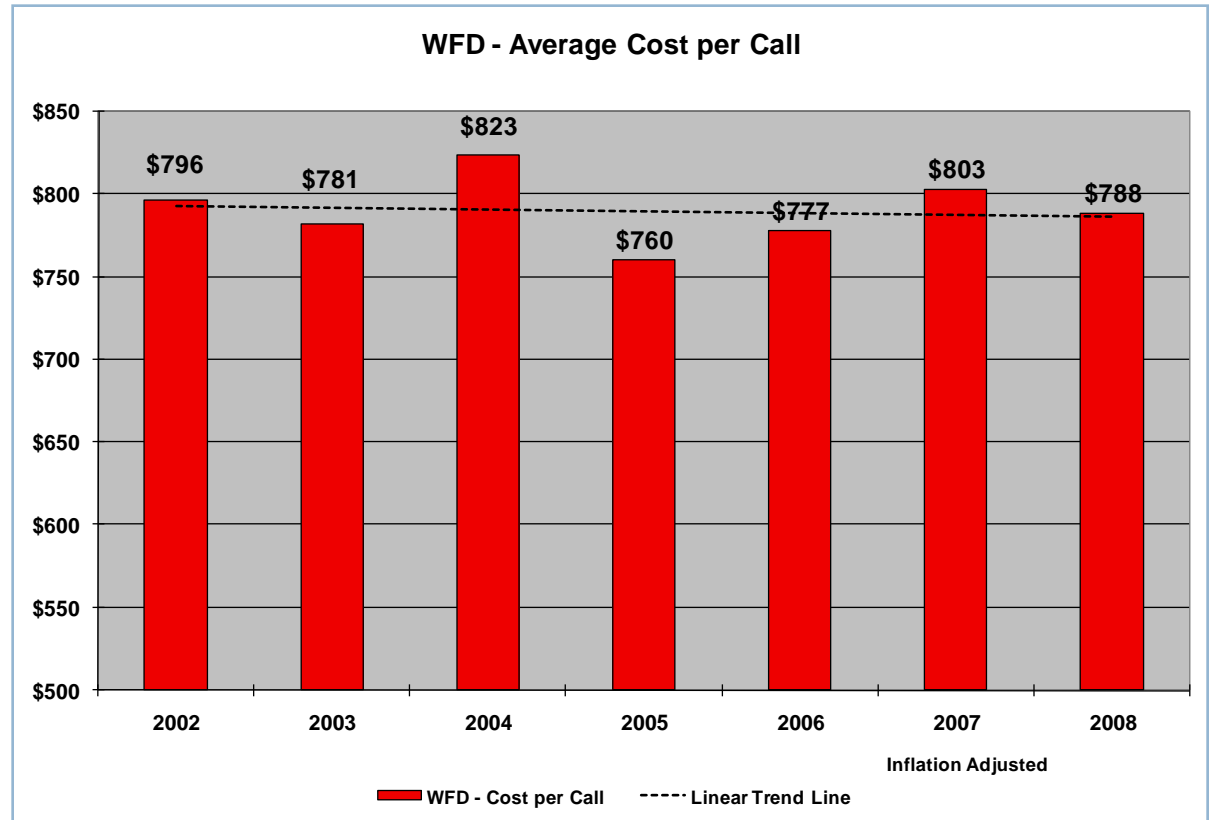




WFD – Cost per Call

Cost per Call

- Over the last 7-years, the average cost per call remains relatively stable, indicating a trend of call demand meeting service cost. This measure indicates resource efficiency in relation to public demand for emergency service.

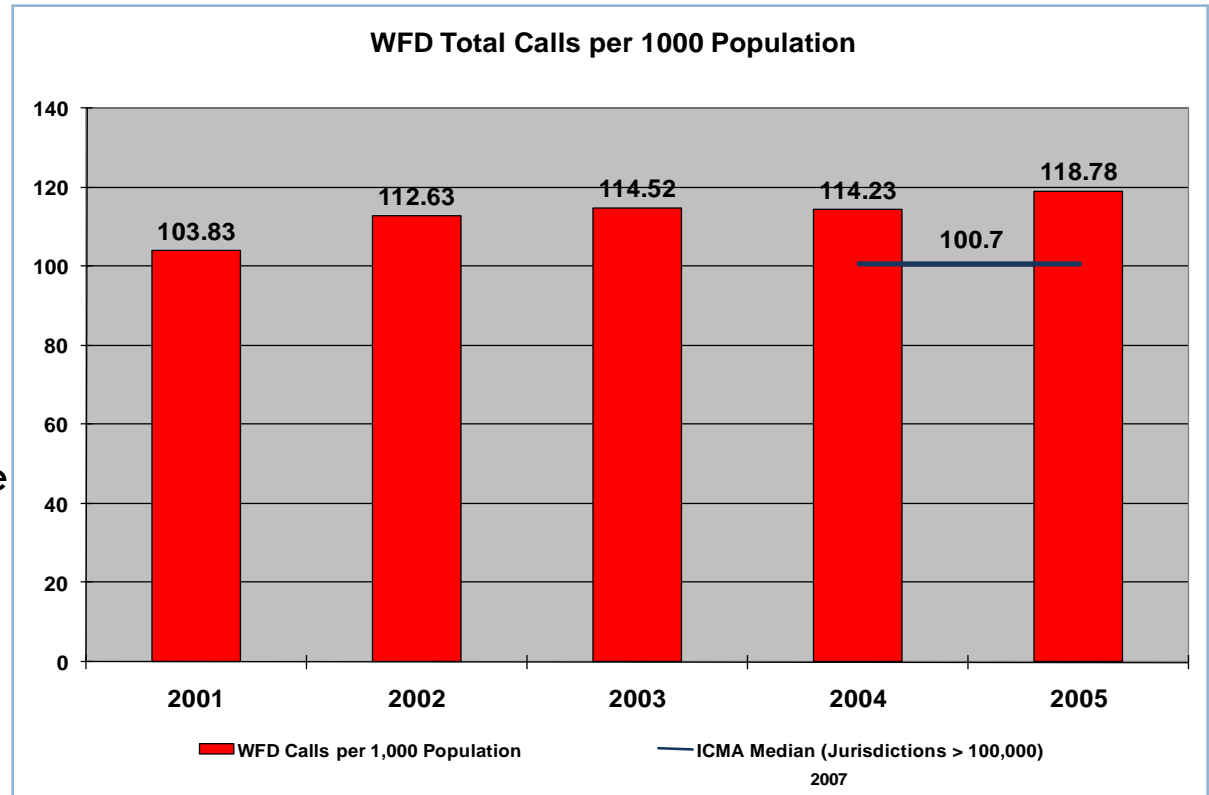




ICMA – Call Demand

Call Demand

- Wichita citizens rely heavily on the emergency services provided by the WFD. Calls for service are at a rate higher rate than other peer ICMA jurisdictions. This difference may also result from the WFD providing first responder service coverage for over 75 sq. mi. outside of Wichita.

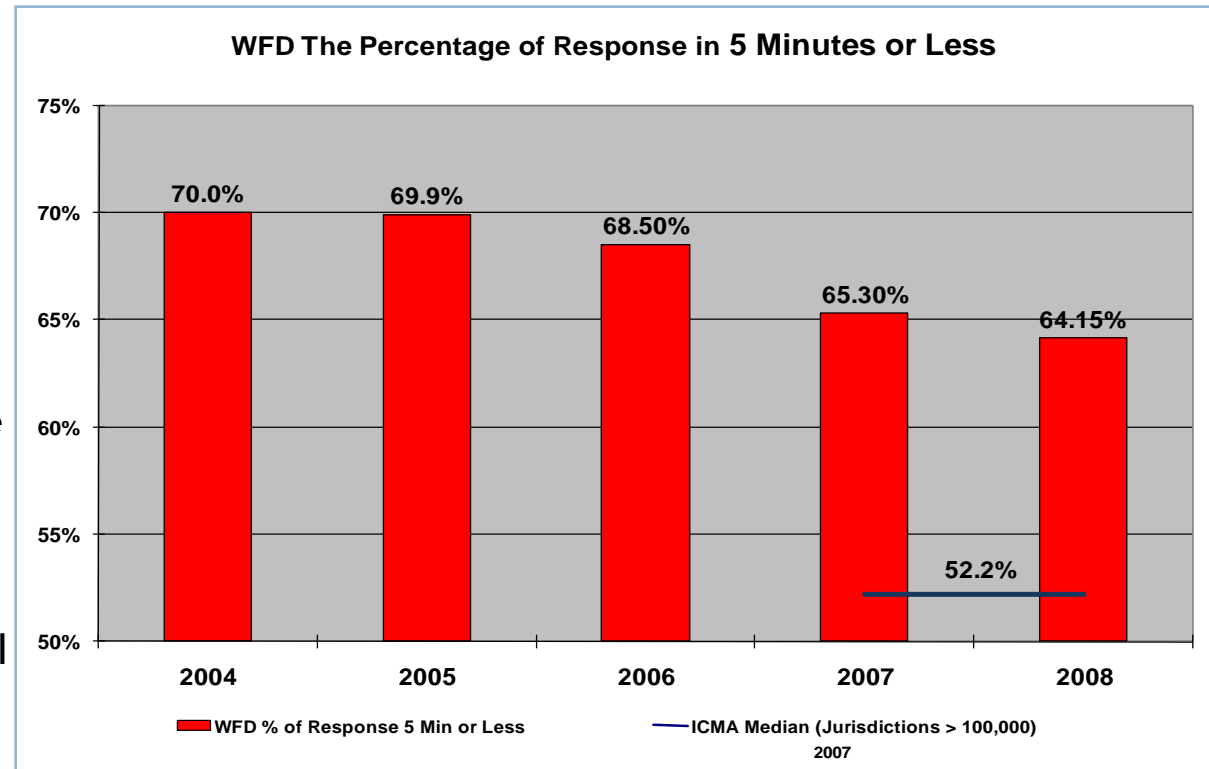




ICMA – Response Performance

% in 5 minutes or less

- WFD response performance is better than other ICMA jurisdictions. 64% of WFD response arrival is in 5-minutes or less. Only 52% of response meets the same benchmark in other comparable ICMA jurisdictions. The slight downward trends in '08 will improve when the new station locations become operational.

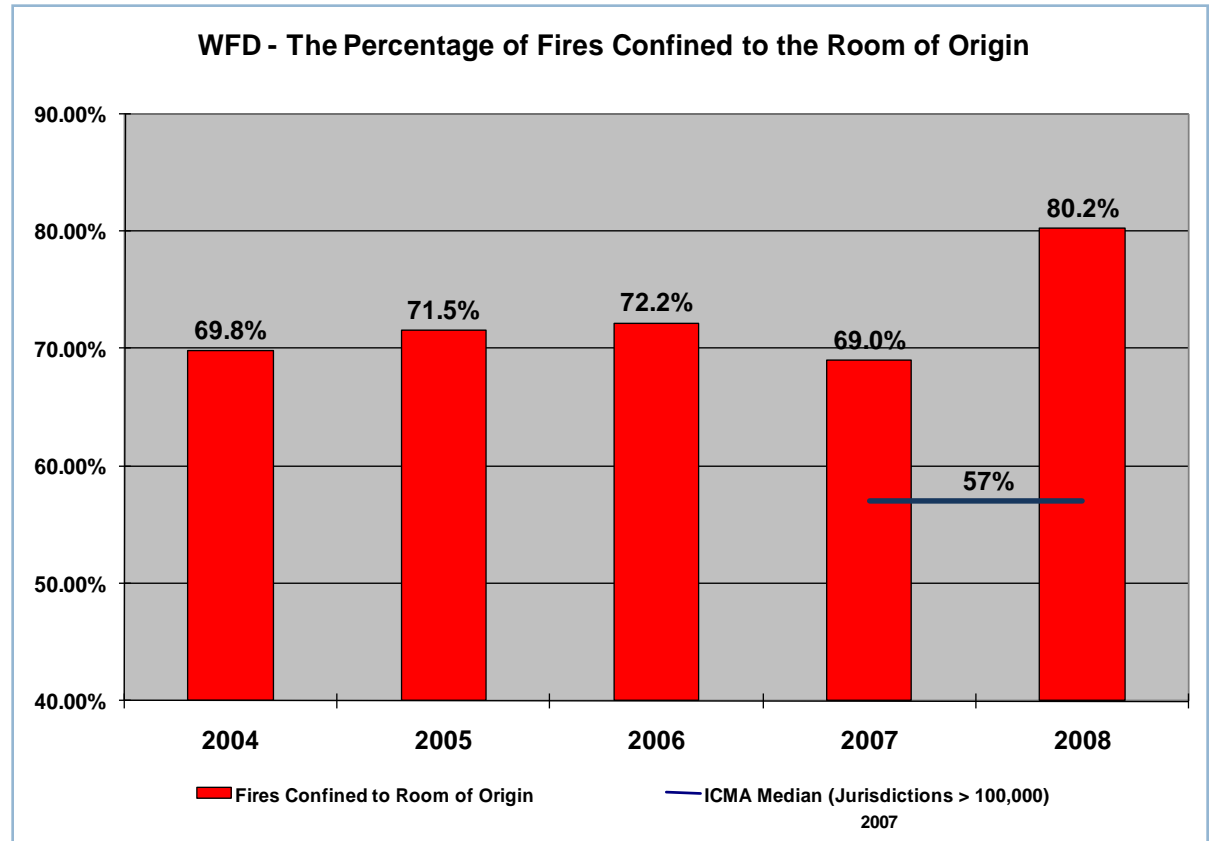




ICMA – Fire Suppression

Fire Suppression

- Success vs. failure for WFD fire suppression efforts are based on a quick fire attack strategy. Rapid response performance enables fire suppression crews to extinguish structure fires inside the room the fire started near 80% of the time. Peer ICMA jurisdictions perform at 57%.





Recent Accomplishments

- Adding 3 new fire stations, to improve emergency response.
- Adding improvements to training facilities, increasing service training and capability, while improving regional response coordination and effectiveness.
- Maintaining the Insurance Services Office (ISO) rating for Wichita, assuring stable fire insurance rates for Wichita.
- Improving service deployment (matching calls with resources), increasing service efficiency and effectiveness.
- Adding Mobile Computer Terminals (MCTs) to all emergency response fire apparatus, providing increased information for emergency response personnel.





Key Challenges

- Improving service during a period of contracting revenue.
- The development and adoption of Joint Standards of Coverage for transitional service areas outside of Wichita.
- Developing improved information tools for fire service managers, linking service with budget.
- Improving public access to Fire Department information and activities.





Summary

- The Wichita Fire Department performs at a high level, with above average response performance at a below average cost, providing a good value for its citizens.
- The Department will meet citizen's expectations while continually evaluating for new solutions to provide improved community value.





Questions

☐ Comments

